

<DATE>

<CASE NAME>

<ADDRESS>

<CITY><STATE><ZIP>

Starting <RE-ENROLLMENT DATE>, medical care will once again be provided through a managed care plan for you and/or your family members listed in this letter.

If you are enrolled in a Managed Care Organization (MCO), you will receive a new MCO ID card to replace the one you are using now. It does not replace the permanent plastic ID card you received. Always show both cards when receiving medical care. If you are enrolled in MEDALLION, keep this letter with your PCP's name and phone number on it. Show your plastic Medicaid/FAMIS Plus ID card when receiving care. **NEVER THROW AWAY YOUR PERMANENT PLASTIC ID CARD.**

If you want to change managed care plans, please call your Managed Care HelpLine right away to see if a change is possible at this time. You may not be able to change until the next open enrollment period. Contact your **Managed Care HelpLine at 1-800-643-2273, TDD #1-800-817-6608, Monday – Friday 8:30a.m. – 6:00p.m. (Translation Services Available).**

You have the right to call your Managed Care HelpLine and tell them about any problems you are having with your Managed Care Plan or the services provided. You also may write directly to the Department of Medical Assistance Services at: Managed Care, Department of Medical Assistance Services, 600 East Broad Street, 11th Floor, Richmond, Virginia 23219.

<u>NAME</u>	<u>RECIPIENT ID#</u>	<u>MCO/PCP Name</u>	<u>PHONE</u>
<Recipient Name>	<12-Digit Recipient ID #>	<Name>	<Phone #>

A monthly premium is paid by the Virginia Medicaid program to your MCO for your coverage. If you are found to be ineligible for prior months of coverage due to your failure to report truthful information or changes in your circumstances to your worker, you may have to repay these monthly premiums, even if you received no medical services during those months.